

Market Conduct Annual Statement for the State of Missouri

Life & Annuities

2008 Data

Industry Averages



November, 2009

Schedule 1: Individual Life Cash Value Products

Ratios	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	7.1%
Ratio 2. The number of 1035 exchanges to the number of policies issued	3.0%
Ratio 3. The number of surrenders compared to the number of policies issued	54.7%
Ratio 4. The number of policies with loan balances exceeding 25% compared to the number of policies in force	6.7%
Ratio 5. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.9%
Ratio 6. The number of claims denied, resisted or compromised compared to the number of claims closed	0.2%
Ratio 7. Number of complaints per 1,000 policies in force	0.324

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	168	62	17	17	14	12	2	2	1	2	0	1
Ratio 2	210	40	14	16	7	4	1	3	1	0	0	2
Ratio 3	27	24	24	14	9	11	10	7	5	6	6	155
Ratio 4	66	177	48	5	1	0	0	0	0	0	0	1
Ratio 5	224	56	8	4	1	1	0	2	0	0	2	0
Ratio 6	263	29	2	1	0	2	0	1	0	0	0	0
Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 7	176	30	27	16	10	24	5	3	1	1	0	5

Schedule 2: Individual Life Non-Cash Value Products

Ratio	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	13.3%
Ratio 2. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.8%
Ratio 3. The number of claims denied, resisted or compromised compared to the number of claims closed	4.1%
Ratio 4. Number of complaints per 1,000 policies in force	0.306

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	171	33	21	23	13	1	0	1	0	1	2	0
Ratio 2	245	8	4	3	1	0	0	1	1	0	3	0
Ratio 3	239	11	5	1	2	5	0	1	0	0	2	0

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	211	13	12	6	5	8	5	0	0	1	0	5

Schedule 3: Group Life Products

Ratios	Statewide Average Ratio
Ratio 1. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.5%
Ratio 2. The number of claims denied, resisted or compromised compared to the number of claims closed	1.5%
Ratio 3. Number of complaints per 1,000 policies in force	0.428

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	155	21	8	0	2	1	0	0	0	1	0	0
Ratio 2	153	29	4	1	0	0	0	0	0	0	1	0
Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 3	157	6	1	1	1	2	2	1	1	1	1	14

Schedule 4: Individual Fixed Annuities

Ratios	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	30.2%
Ratio 2. The number of 1035 exchanges to the number of policies issued	20.3%
Ratio 3. The number of surrenders compared to the number of policies issued	69.7%
Ratio 4. Number of complaints per 1,000 policies in force	0.612

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	128	14	13	19	10	17	7	6	4	0	0	2
Ratio 2	132	23	25	17	9	6	0	5	0	0	1	2
Ratio 3	55	6	10	3	12	6	6	4	5	5	3	105
Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	177	4	7	6	5	12	5	2	0	0	1	1

Schedule 5: Individual Variable Annuities

Ratios	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	28.1%
Ratio 2. The number of 1035 exchanges to the number of policies issued	14.3%
Ratio 3. The number of surrenders compared to the number of policies issued	89.0%
Ratio 4. Number of complaints per 1,000 policies in force	0.448

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	45	5	6	10	14	7	4	2	3	3	1	0
Ratio 2	44	18	14	11	2	3	0	1	1	1	2	3
Ratio 3	13	0	0	4	2	2	3	5	3	4	4	60

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	64	3	11	7	4	9	0	0	0	0	0	2